

Strategic Plan FY 2002-2004

Management Support Services

Activity Name:

Services:

Fair Hearings

Hearing Requests Services
Hearings Services
Appeals Resolutions Services
Appeal Coordination Services

Grants Development and
Management Services

Grant Applications
Funding Opportunities Identifications and Notifications
Grant Awards
Grant Modifications
Grant Proposal Writing Services
Grants Close-out Services
RFAs
Philanthropic/Agency Collaborations Services

Agency Management

Strategic Business Plans
Performance Based Budgeting
Leadership Events
Organizational Development Services
Policy Decision Recommendations
Boards and Commission Support Services
Agency Management-Including Costs Associated with
Agency Directors and Associated Office Expenses
Customer Inquiry Responses
Public/Private Partnerships
Inter-agency Collaborations
Intra-agency Collaborations
Inter-governmental Collaborations
Community Collaborations
Mayoral Community Initiatives
Safe Passages
Research Analysis Reports
Data Analysis and Evaluations
Trend Mapping Reports

Executive and Legislative Liaison Services
Legislative Drafts



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Services:

Legal Affairs

Agreement Negotiation Services
Administrative/Court Representations
City Council Testimonies and Presentations
Civil Rights Reviews
Consent Decree Consultation Services
Freedom of Information Act Responses
Hearing Representations
Legal Sufficiency Reviews
Legal Consultation Services
Legal Management Consultation Services
Legal Opinions
Legal Referrals
Litigation Support Services
Subpoena Responses
Rules and Regulations Reviews
Legislative Drafts
Legislation Reviews

Monitoring and Review
Services

Compliance Audits
Corrective Action Plans
Fraud Investigations
On-site Visits
Monitoring Reports
Quality Assurance Reviews
Contracts
Grants
Memoranda of Understanding
Memoranda of Agreement
TANF job contracts

Agency Financial Services

Petty cash auditing and handling services

Agency budget (operating and capital) development and monitoring
Revenue and expenditures tracking reports
Revenue and expenditure estimates
Accounts receivable services
Annual financial report
Travel invoice payments
Budget variance analysis
Budget change requests
Fund certifications
Fixed asset reports
Fixed asset inventory
Payments
Employee reimbursements
Purchase card training
Purchase card authorization
Accounting entries
Closing entries

Information Technology Support

Computer installation, repair, upgrades, and preventative maintenance service calls
Computer hardware/software support services
Programming services
LAN Maintenance services
Software licenses and upgrades
Long range Information Systems Plans
Telephone voice mail accounts
Telephone service repairs
Priority 1 service call responses
Priority 2 and 3 service call responses
Email accounts
Network support services
Personal computer training sessions
Determination support services

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Services:

In house equipment repairs
Outsourced vehicle maintenance and repair services
Vehicle maintenance scheduling and monitoring services
Vehicle assignments
Fuel credit card accounts
Equipment specifications
Utilization reports
Driver Services

Property Management Services

Minor plumbing, electrical, HVAC and painting services
Preventative maintenance service calls
Grounds maintenance services
Daily building cleanups
Emergency repairs
Parking permit assignments
Security/ID badges
Physical assets inventory
Safety worksite evaluations

Risk Management Services

Risk assessments
Risk mitigation plans
Risk reduction policies
Incident analyses
Risk mitigation plan audits

Records Management Services

Retention schedules
Archive files
Retention guideline recommendations
Disposal files

Access services

Community & Media Relations
Services

Media request responses
Promotional campaigns
Print & media advertisements/announcements
Radio & TV advertisements/announcements
News releases
Posters, brochures and newsletters
News conferences
Special events
Speaking engagements

Personnel

Candidate selection recommendation
Recruitment events
Job posting
Job analyses
Personnel policy interpretation
Personnel policy recommendation
Personnel policy and procedure updates
Employee complaint investigation reports
Employee relations management consultation
Grievance hearings
Employee interviews
Benefit plans
Employee inquiry responses
Organization development facilitations

Training

Training sessions
Safety training sessions